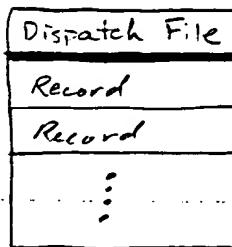
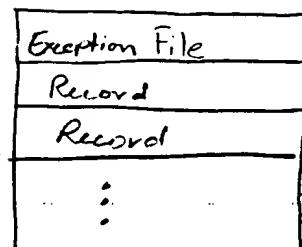


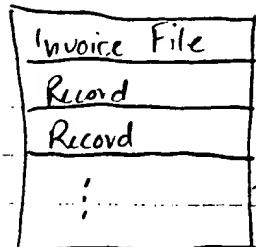
Fig. 1



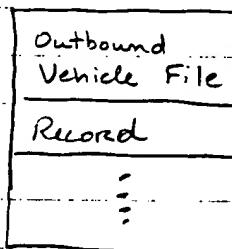
~30



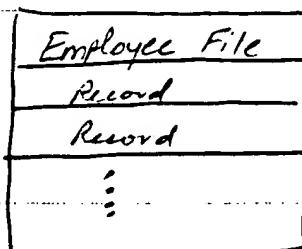
~32



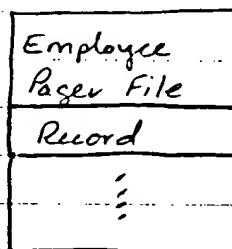
~34



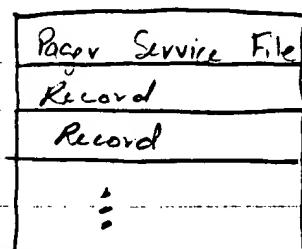
~36



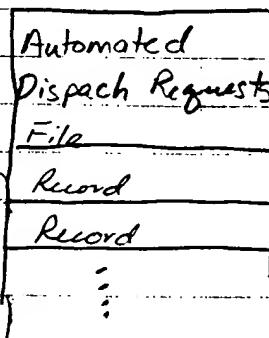
~38



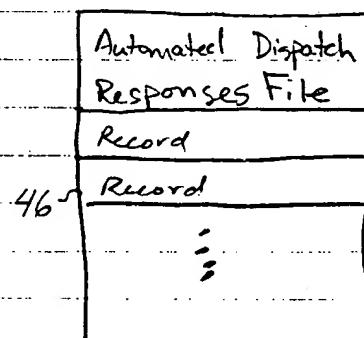
~40



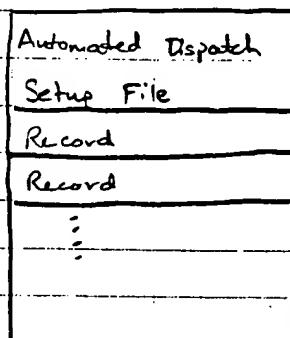
~42



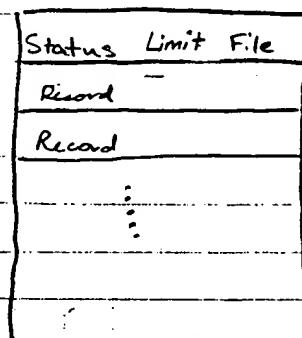
44



46



~48



~49

Fig. 2

Dispatch File

- 1 Transport ID Number
- 2 Status Flag (= " ", "D", "C", or "F")
- 3 Date of Service
- 4 Appointment Time (= <time> or "ASAP")
- 5 Lead Time
- 6 Transport Type (Wheelchair/Basic/AdvancedLifeSupport)
- 7 Vehicle ID Number
- 8 Driver Employee Number
- 9 Attendant Employee Number
- 10 Pickup Location
- 11 Pickup Latitude
- 12 Pickup Longitude
- 13 Destination Location
- 14 Destination Latitude
- 15 Destination Longitude
- 16 Time of Call
- 17 Time Crew Notified
- 18 Time Crew Dispatched
- 19 Time Crew En Route to Pickup (Scene)
- 20 Time Crew Arrived at Pickup (Scene)
- 21 Time Crew En Route to Destination
- 22 Time Crew Arrived at Destination
- 23 Time Crew Reported as Available
- 24 Reason for transport 1
- 25 Reason for transport 2
- 26 Reason for transport 3
- 27 Reason for transport 4
- 28 Patient ID number
- 29 Name of caller
- 30 Contract number
- 31 Base rate codes
- 32 Mileage rate codes
- 33 Extra services rate codes
- 34 Billing address codes

Fig. 3A

Invoice File

- 1 Transport ID Number
- 2 Date of Service
- 3 Vehicle ID Number
- 4 Driver Employee Number
- 5 Attendant Employee Number
- 6 Pickup Location
- 7 Destination Location
- 8 Time of Call
- 9 Time Crew Notified
- 10 Time Crew Dispatched
- 11 Time Crew En Route to Pickup (Scene)
- 12 Time Crew Arrived at Pickup (Scene)
- 13 Time Crew En Route to Destination
- 14 Time Crew Arrived at Destination
- 15 Time Crew Reported as Available
- 16 Reason for transport 1
- 17 Reason for transport 2
- 18 Reason for transport 3
- 19 Reason for transport 4
- 20 Patient ID number
- 21 Name of caller
- 22 Contract number
- 23 Base rate codes
- 24 Mileage rate codes
- 25 Extra services rate codes
- 26 Billing address codes

Fig. 3B

Outbound Vehicle File

- 1 Vehicle ID Number
- 2 Transport ID Number

Fig. 3C

Employee File

- 1 Employee ID Number
- 2 Employee Name

Fig. 3D

Employee Pager File

1Employee ID Number
2Pager Service Code Number
3Pager PIN Number
4Pager Phone Number
5Text or Alpha ("T" or "A")

Fig. 3E

Pager Service File

1Pager Service Code Number
2Pager Service Modem Number
3Pager Modem Login ID
4Pager Modem Password
5Pager Modem Baud Rate
6Pager Modem Word Length
7Pager Modem Stop Bits
8Pager Modem Script Name

Fig. 3F

Automated Dispatch Requests File

Message Packet Key Code
Terminal ID Number
Transport ID Number
Unique Sequence Number (000)
Message Body

Fig. 3G

Automated Dispatch Responses File

Message Packet Key Code
Terminal ID Number
Transport ID Number
Unique Sequence Number (000)
Message Body

Fig. 3H

Automated Dispatch Setup File

- 1 Company Code
- 2 Dispatch Advance Action Setting (minutes)
- 3 Monitor Status Late Activity ("Yes"/"No")
- 4 AVL Port Operating System Name
- 5 AVL Port Lock File Name

Fig. 3I

Exception File

- 1 Transport ID Number
- 2 Exception code

Fig. 3J

Status Limit File

- 1 Company Code
- 2 Notified limit (minutes)
- 3 Dispatched limit (minutes)
- 4 En Route to Pickup limit (minutes)
- 5 Arrived limit (minutes)
- 6 En Route to Destination limit (minutes)
- 7 At Destination Limit (minutes)
- 8 ASAP Limit (minutes)

Fig. 3K

From CAD

record code = 01
record ID = transport number + terminal number + sequence (000)
transport / vehicle type (als / bls / w/c)
pick up address
pick up city
pick up state
pick up zip code
quantity of vehicle to return from search
CRC

Fig. 3K-1

From AVL

record code = 02
record ID = transport number + terminal number + sequence (000)
vehicle string (sorted closest to farthest away from address)
CRC

Fig. 3K-2

From CAD

record code = 10

record ID = transport number + terminal number + sequence (000)

vehicle ID number

pick up address

5

pick up city

pick up state

pick up zip

destination address

destination city

10

destination state

destination zip

CRC

Fig. 3L-1

From AVL

record code = 11

record ID = transport number + terminal number + sequence (000)

route string

CRC

Fig. 3L-2

From CAD

record code = 30
record ID = transport number + terminal number + sequence (000)
vehicle ID number
transport number
5 **date of service**
appointment time
transport type
patient name
patient phone number
10 **pick up street address**
pick up city
pick up state
pick up zip code
destination street address
15 **destination city**
destination state
destination zip code
reason for transport 1
reason for transport 2
20 **reason for transport 3**
reason for transport 4
time of call
notified
dispatched
25 **in route**
arrive pick up
in route
arrive destination
available
30 **route message**
CRC

Fig.
3M-1

From AVL

record code = 31
record ID = transport number + terminal number + sequence (000)
CRC

Fig
3M-2

From AVL

record code = 40
record ID = transport number + vehicle ID number + sequence (000)
vehicle ID number
transport number
date of service
appointment time
transport type
patient name
patient phone number
pick up street address
pick up city
pick up state
pick up zip code
destination street address
destination city
destination state
destination zip code
reason for transport 1
reason for transport 2
reason for transport 3
reason for transport 4
time of call
notified
dispatched
in route
arrive pick up
in route
arrive destination
available
CRC

Fig. 3Q-1

From CAD

record code = 41
record ID = transport number + vehicle ID number + sequence (000)
vehicle ID number
CRC

Fig. 3Q-2

From AVL

record code = 20

record ID = transport number + vehicle number

status level (1 - 8 from mobile data terminal switch device)

CRC

Fig. 3R-1

From CAD

record code = 21

record ID = transport number + vehicle number

status level (1 - 8 returned for acknowledgment)

CRC

Fig. 3R-2.

From AVL

record code = 50
record ID = vehicle\ number
CRC

Fig. 3P-1

From CAD

record code = 51
record ID = vehicle ID number
vehicle ID number
transport number
transport type
appointment time
transport status code
transport status time
driver employee number
attendant employee number
patient name
pick up address
pick up city
pick up state
pick up zip code
destination address
destination city
destination state
destination zip code
CRC

Fig. 3P-2

From CAD

record code = 70
record ID = transport number + terminal number + sequence (000)
transport number
vehicle number
5 **pickup street address**
pickup city
pickup state
pickup zip code
destination street address
10 **destination city**
destination state
destination zip code
CRC

Fig 3N-1

From AVL

record code = 71
record ID = transport number + terminal number + sequence (000)
transport number
pickup latitude
pickup longitude
destination latitude
destination longitude
CRC

Fig. 3N-2

From CAD

record code = 60
record ID = vehicle ID number
vehicle ID number
transport number
transport type
appointment time
transport status code
transport status time
driver employee number
attendant employee number
patient name
pick up address
pick up city
pick up state
pick up zip code
destination address
destination city
destination state
destination zip code
CRC

Fig. 30-1

From AVL

record code = 61
record ID = vehicle number
CRC

Fig. 30-2

Open AVL port
170 ~ Responses and Requests File

S 24

(A) →

172 ~ Read Record from Requests File

↓

174 ~ End of File? YES → (B)

(E) → NO

Write Record

176 ~ to AVL port

↓

178 ~ Set Counter = 0

↓

180 ~ Acknowledgement YES → Delete record from requests file → (B)
Received? ↓ NO

181

?

Fig. 6B

Counter =

182 ~ Counter + 1

↓

NO Counter > 2? ~ 184

↓ YES

186 ~ Format Exception Record

↓

188 ~ Write Exception Record

↓

(B)

Fig. 6B

Fig. 6A

(B)
 ↓
 Attempt to
 Read Record
 190 ~ From AVL Port

192 ~ Time Out? YES → (A) Fig. 6A

↓ 198

194 ~ Request for YES Get Dispatch → Format AVL
 Status Info? Record → Output Record
 (Fig. 3P-1) ↓ 196 (Fig. 3P-2)

↓ NO

Received MDT YES Read Dispatch → Update → write → Format Ack. to
 197 ~ Information? Record Fields Record AVL (Fig. 3Q-2)
 (Fig. 3Q-1) ↓ 199 ↓ 200 ↓ 202 ↓ 204

↓ NO

Received Update YES Read Dispatch → Update → Write → Format Ack. to
 206 ~ of Status Record Status Record AVL (Fig 3R-2)
 Information? ↓ 208 ↓ Field ↓ 210 ↓ 212 ↓ 214

↓ NO Fig. 6A

Returned AVL YES Read Dispatch → Update → Write → (A)
 216 ~ Lat. / Long.? Record U/L Field Record Fig. 6A
 (Fig 3N-2) ↓ 218 ↓ 220 ↓ 222

↓ NO

Write Record

224 ~ to Responses

File

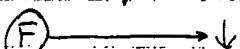
↓

(A)

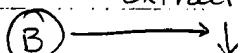
Fig. 6A

Fig. 6B

50 ~ Open Dispatch File



51 ~ Extract on file



54.5 Get dispatch record (Fig. 3A)

56 ~ EOF?

↓ No

Yes

(F)

Fig. 4A

58 ~ Is record idle
in exception file?

↓ No

Yes

(B)

Fig. 4A

60 ~ Is record status =
prescheduled?
↓ Yes

No

(B)

Fig. 4A

62 ~ Is record from
current company?
↓ Yes

No

(B)

Fig. 4A

64 ~ Is record ASAP, or is (current
time) - < appointment time>
less than or equal
'to the <lead time> + <advance
action time>?
↓ Yes

No

(B)

Fig. 4A

Request N closest

66 ~ Vehicles from AVL

which can handle job.
↓ (Fig. 3K-1)

68 ~ Obtain the AVL

response (Fig. 3K-2)

↓

Scan vehicles

70 ~ identified by AVL None
to locate an found (A)
available vehicle Fig. 4A

↓ Found

Update dispatch record

72 ~ enter vehicle and crew;
change status to "D"; store
time; update on-board vehicle file
↓

74 ~ Create page data
Initialize page counter → (C)

Fig. 4B

26

Fig. 4A

(A)

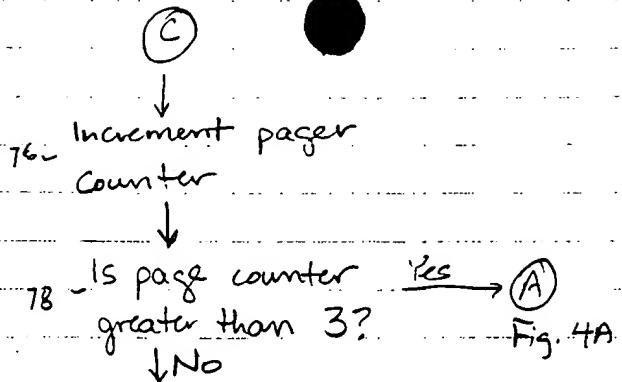
Write record

to exception

file (Fig. 3J) with
reason code

(B)

Fig. 4A



Reference
 employee pager file (Fig. 3E)
 80 ~ and pager service file
 (Fig. 3F) to send page

82 ~ Page sent OK? No → C
 ↓ Yes
 Fig. 4B

84 ~ Initialize route
 counter
 D → ↓

86 - Increment route
 counter
 ↓

88 - Is route counter Yes → A
 greater than 3?
 ↓ No
 Fig. 4A

Request route from
 90 ~ AVL for selected
 vehicle to destination, and wait.
 ↓ (Fig. 3L-1)

92 ~ Route received? No → D
 ↓ Yes (Fig. 3L-2)
 Fig. 4B

Create vehicle MDT

94 ~ message with
 patient data, directions
 route, other info.
 ↓ (Fig. 3M-1)

96 ~ Initialize MDT
 counter

E → ↓

98 - Increment MDT
 counter

Fig. 4B

100 ~ IS MDT counter Yes → A
 greater than 3?
 ↓ No
 Fig. 4A

Send AVL request
 102 ~ for MDT message
 to vehicle (Fig. 3M-1)
 ↓
 104 ~ MDT confirmation No → E
 received? (Fig. 3M-2) Fig. 4B

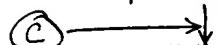
↓ Yes
 Store dispatch time.
 Request + Lat./Long.
 of vehicle from

AVL (Fig. 3N-1)

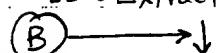
D → ↓

Fig. 4A

120 ~ Open Dispatch File



122 ~ Extract on file



Get dispatch

124 ~ record (Fig. 3A)



126 ~ EOF?



S 28

Fig. 5

129 ~ Is record idled in exception file? Yes → (B)

↓ No

Fig. 5

130 ~ Is record status = dispatched? No → (B) Fig. 5

↓ Yes

132 ~ Is record from current company? No → (B) Fig. 5

↓ Yes

134 ~ Has vehicle reported Yes as arrived?

↓ No

Has vehicle reported No → (B)
as available? Fig. 5

136 ~ Is this an appointment

ASAP or ASAP record?

↓ p.138

Compare <current time>
minus <time of call>

to <ASAP limit> to determine whether

vehicle is late
Vehicle not late

↓ (A) Fig. 5

Appointment

137 ~ Compare <appointment time>

and <current time>

to determine whether
vehicle is late.

↓ (A) Fig. 5

Vehicle Late

Vehicle Not Late

140 ~ Status late monitoring
enabled for company?

↓ Yes

Compare limit
setting for current
status to
<current time> -
<status time> to Vehicle

determine whether
Not Late

Vehicle is late.

(A)

Write record

to exception
file (Fig. 35)

with reason code

(B)

Fig. 5

144

↓

Mark record as

finished and write

146 to dispatch file Delete
Record from outbound vehicle file

↓ Create invoice record

(Fig. 33) from dispatch
record and write

↓ to invoice file

↓ Notify ANL of

150 new vehicle
status (Fig. 30-1)

(B)

Fig. 5